In the Claims:

Please amend claims 1, 3 and 7-10. The status of the claims is as follows:

1. (Currently amended) A method for selectively providing technical support documents from a web server having access to the requested technical support documents to a peripheral device that has printer, scanner and/or fax functionality via the Internet, the peripheral device being of the type which is capable of executing activated operating events and having an associated web client with a stored default URL for accessing the web server, the method comprising the steps of:

activating an event on the device;

requesting the default uniform resource locator with the activated event; and,

returning to the device one or more of the technical support documents that relate to the activated event of the requested uniform resource locator.

2. (Previously presented) The method according to claim 1 further comprising the steps of:

reading device configurations from the web client;

determining whether to print or display the returned technical support document from the device configuration;

printing the returned one or more technical support documents when the device configuration indicates print; and,

displaying the returned technical support document when the device configuration indicates display.

3. (Currently amended) ~~The method according to claim 1~~ A method for selectively providing technical support documents from a web server having access to the requested technical support documents to a peripheral device that has printer, scanner and/or fax functionality via the Internet, the peripheral device being of the type which is capable of executing activated operating events and having

an associated web client with a stored default URL for accessing the web server, the method comprising the steps of:

activating an event on the device;

requesting the default uniform resource locator with the activated event; and,

returning to the device one or more of the technical support documents that relate to the activated event of the requested uniform resource locator;

wherein said step of requesting the default uniform resource locator further comprising the steps of:

reading a device state table of the peripheral device;

obtaining a most recently activated event from the device state table; and

determining whether the most recently activated event produced an error.

4. (Previously presented) The method according to claim 3 wherein said step of determining whether the most recently activated event is an error further comprising the steps of:

selecting the most recently activated event when the most recently activated event produced an error; and,

requesting the default uniform resource locator without an activated event when the most recently activated event did not produce an error.

5. (Previously presented) The method according to claim 4 wherein said step of obtaining a default uniform resource locator further comprising the steps of:

returning a help menu for activating an event;

displaying the help menu to the user;

choosing an event from the help menu by the user; and,

selecting the chosen event from the help menu as the activated event.

6. (Previously presented) The method according to claim 1 wherein, prior to said step of requesting a default uniform resource locator with the activated event, further comprising the step of obtaining a default uniform resource locator from the web client.

7. (Currently amended) A method for providing context sensitive technical support documents via the Internet to a peripheral device having a device state table for keeping a log of events of the device, wherein the peripheral device has printer, scanner and/or fax functionality and is connected to a web server storing the requested technical support documents, comprising the steps of:

obtaining a most recently activated event from the device state table;

requesting a default uniform resource locator with the most recently activated event; and,

returning to the device one or more of the technical support documents which relate to the most recently activated event.

8. (Currently amended) A computer program product comprising a computer usable medium having computer readable program codes embodied in the medium that when executed causes a computer to:

obtain a most recently activated event from a device state table in a peripheral device computer, wherein the peripheral device computer is part of a peripheral device that has printer, scanner and/or fax functionality;

request a default uniform resource locator for a server having technical support documents relating to the most recently activated event; and,

return one or more technical support documents relating to the most recently activated event to the device.

9. (Currently amended) A computer program product comprising a computer usable medium having computer readable program codes embodied in the medium that when executed causes a computer to:

select an event on a peripheral device that has printer, scanner and/or fax functionality;

obtain a default uniform resource locator from firmware of the peripheral device;

request the default uniform resource locator with the selected event; and,

return to the device one or more technical support documents relating to the selected event of the requested uniform resource locator.

10. (Currently amended) A system for providing technical support documents to a peripheral device via the Internet, comprising:

a peripheral device having printer, scanner and/or fax functionality, and having a web client for requesting a relevant technical support document of an activated event using a default uniform resource locator; and,

a web server for servicing the default uniform resource locator by returning the relevant technical support document relating to the selected event.

11. (Previously presented) The system as defined in claim 10 further comprising a dedicated switch on the peripheral device for users to request technical support documents.

12. (Original) The system as defined in claim 11 wherein said dedicated switch is a push button located on the peripheral device.

13. (Original) The system as defined in claim 11 wherein said dedicated switch is an icon that is displayed on the control panel of the peripheral device.

14. (Previously presented) The system as defined in claim 10 wherein said peripheral device further comprising a device state table for storing a log of events of the device, wherein the most recently activated event from the device state table is the activated event when the peripheral device makes a technical support document request.

15. (Previously presented) The system as defined in claim 10 wherein the activated event is appended to the request for the default uniform resource locator.